

Goal #4 – Improve the Overall Management of IT Services

Obj. 1 – Improve IT inventory, asset, and vendor management controls

Obj. 2 – Improve and simplify the cost allocation process

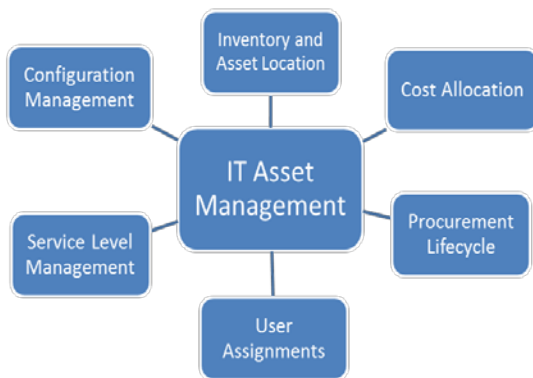
Obj. 3 – Optimize City of Houston portfolio of IT resources through effective governance

Obj. 4 – Create and establish service portfolios, catalogs, and service level agreements

Obj. 5 – Establish a citywide metrics and measures dashboard using knowledge performance indicators to drive excellence

Obj. 6 – Enable excellent customer service as part of our culture

Leveraging technology to provide a better experience for clients is a strategic focus for us over the next three years. In the preparation for this Plan, we have spent the last few months asking ourselves and our customers, “What’s wrong?”, “What’s working?”, and “What’s not working?”



Along with the mayor’s goal for fiscal responsibility, we aim to do a better job with IT asset management. We are taking steps to create and maintain an accurate, up to date assessment of all City-owned hardware and software assets including user assignments, asset location, and procurement lifecycle, cost, value and contractual status. This holistic view of inventory will drive an improvement in the quality of technology services, simplify our cost allocation model, and allow better decision-making in the overall management of IT.

There are two types of strategic alignment initiatives tied to the Governance Plan. The first set derives from the IT strategic plan for 2014 - 2016. All of the objectives are driven by delivering the best possible technology services back to the departments and are a joint effort between IT, Finance, and the executive leadership across all City departments.

The second type of alignment reflects a strategic initiative for citywide integration as identified by Executive Order 1-44, Information Technology Governance, the new citywide policy established in December 2012, by Mayor Annise Parker. All new IT projects are now taken through new citywide IT Governance processes, which will continue to be enhanced over the next few months.

Service catalogs and SLAs will be defined to better standardize the offerings and the quality of the services we provide. We aim to provide visibility and manage consumption. A process of measuring and reviewing key performance indicators will be developed to track and improve the effectiveness of all these processes and controls.